

DIGITIZATION: INFORMATION MANAGEMENT

ISSUE SUMMARY:

The Agency has approximately 101,623 linear feet of paper records that require either long-term or permanent storage. And as the volume of those records grows, it is increasingly challenging to find, analyze, and use that information unless it's stored and maintained electronically. At the same time, EPA must also comply with the National Archives and Records Administration's (NARA) order directing Federal agencies to stop sending paper records for storage at Federal Records Centers after 2022. Facing this suite of problems, EPA needed a comprehensive digitization solution. Digitization transforms records management (RM) at EPA towards a 21st century paperless environment while advancing recordkeeping and information management. Digitization improves EPA's ability to generate, manage, use and share information as a critical resource and strategic tool to protect human health and the environment.

UPCOMING MILESTONES:

Below are key milestones that support digitization:

Key Milestones	Schedule as of October 2020
Deploy the Paper Asset Tracking Tool (PATT), which tracks records from boxing up through shipping, (to one of two new national records digitization centers) digitization, and storage in a new records management system.	FY 2021, Q1
Launch a New Records Management System <ul style="list-style-type: none"> New IT contract to build out and support Migrate 25 million + records from old system Set up, configure, and customize in the cloud 	FY 2021, Q1-Q4
Deploy cloud-based Content Ingestion Services (CIS) CIS takes electronic files or scanned documents and summarizes them, makes them searchable, uses artificial intelligence to suggest appropriate records categories then loads them into the new Records Management System.	FY 2021, Q2
Commence Records Management Program Reviews of Regions and Program offices identified in sequenced schedule.	FY 2021 – 2025
Initiate Records Inventories for Regions and Program offices.	FY 2021 -2023 Q2
Develop RM Metrics to track and report quarterly on the digitization progress of Regions and Program Offices	FY 2021 Q1
Implement the RM Metrics reporting for Regions and Program Office.	FY 2021 Q2
Redesign employee desktop tools (EZ email and EZ Desktop) to leverage CIS categorization and ingestion capabilities.	FY 2021 Q3-Q4
Open National Digitization Center (NDC) East in Edison, NJ.	FY 2021, Q2-Q4
Develop master sequenced digitization schedule for FY 2023 and beyond.	FY 2021, Q4
Open National Digitization Center (NDC) West in Kansas City, MO.	FY 2022, Q2-Q4
NARA and FRCs no longer accept paper records.	End of CY 2022 (or when FRCs reach capacity)
Develop three-year sequenced schedule for Superfund records.	FY 2023, Q4
Develop process for digitizing the Agency's incoming mail.	FY 2023, Q4
Pilot: Digitize incoming mail for a specific RPIO.	FY 2024, Q4
Pilot: Digitize Superfund records.	FY 2025, Q2
Digitize incoming mail for Regions 1-3 at National Digitization Center East.	FY 2025, Q4

BACKGROUND:

Digitization also supports several broader Agency initiatives, which include increasing access to electronic information, enabling a mobile workforce and reducing leasing and real estate costs through physical footprint reduction. EPA is taking a comprehensive approach with programs, policies, procedures, technology, and partnerships to lead digitization efforts at the Agency by:

- 1) Modernizing EPA's Records Management (RM) program to advance electronic records management, advocate for RM best practices, and collaborate with partners to advance paperless processes;
- 2) Digitizing the Agency's voluminous paper records; and
- 3) Enhancing Records Management Technology to provide intuitive, user-friendly, and effective electronic access to EPA's records from any location or device.

KEY EXTERNAL STAKEHOLDERS:

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|--|---|--|---------------------------------|--------------------------------|--|
| <input checked="" type="checkbox"/> Congress | <input type="checkbox"/> Industry | <input type="checkbox"/> States | <input type="checkbox"/> Tribes | <input type="checkbox"/> Media | <input checked="" type="checkbox"/> Other Federal Agency |
| <input type="checkbox"/> NGO | <input type="checkbox"/> Local Government | <input type="checkbox"/> Other (name of stakeholder) _____ | | | |

MOVING FORWARD:

EPA will establish and manage two National Digitization Centers (NDCs) to serve the Agency:

- NDC East, located in Edison, NJ. Serving Regions 1-3 and Headquarters. This center is expected to open in FY 21 during the Spring/Summer timeframe. (Construction may be delayed due to COVID-19.)
- NDC West, located in Kansas City, MO. Serving Regions 4-10 and Superfund. This center is expected to open in FY 22 during the Spring timeframe. (Construction may be delayed due to COVID-19.)

LEAD OFFICE/REGION: OMS

OTHER KEY OFFICES/REGIONS: REGIONAL AND PROGRAM OFFICES